

## **SURVEY FEEDBACK ACTION/DIVERSITY Ethical Standards of Practice**

### ***Creating a Better NOAA for Everyone... Justice, Fairness, Teamwork, Confidence, Trust & Inclusion***

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The ethical standards of practice below apply to all employees involved in the Survey, Feedback, Action (SFA) and managing diversity processes in NOAA. They represent behaviors that are necessary for creating a better NOAA, a place where people want to work. The purpose of this issuance is to reinforce to employees NOAA's commitment to managing diversity and the essential components of the SFA process. Together we will create and sustain an environment that works for all NOAA employees, to the benefit of our products, services and internal/external customers.

### ***SFA Standards of Practice---Supporting our Core Values and Philosophy of Management***

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These standards of practice support our NOAA core values and are consistent with the Philosophy of Management issued by the Under Secretary of Commerce for Oceans and Atmosphere, Vice Admiral Conrad C. Lautenbacher Jr., U.S. Navy (Ret.).

#### **NOAA's Core Values**

**PEOPLE  
INTEGRITY  
EXCELLENCE  
TEAMWORK  
INGENUITY  
SCIENCE, SERVICE AND STEWARDSHIP**

#### **Philosophy of Management by the Under Secretary for Oceans and Atmosphere**

- We will treat each other with dignity and respect at all times.
- We will function as a team, assisting each other as needed to level the workload, and working harmoniously to promote overall morale and personal satisfaction.
- We will be gracious, open minded, and supportive of our "customers" (Executive branch departments and agencies, Congressional members and staff, academia, industry, the media, the taxpayers - in other words - everyone!).
- We will be prudent managers of resources. (The efficient use of our time is particularly important).

- We will meet both the spirit and intent of all legal requirements of our business, as well as maintain the highest ethical and moral standards of professional conduct. We will be sensitive to perception as well as fact.
- We will provide excellent products and services.

### ***SFA---A Workgroup Process***

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SFA is a workgroup based process for using employee feedback to effect change at all organizational levels and make NOAA a better place to work. Individual employees provide feedback and workgroups team together to act on the feedback and make a difference. The success of SFA depends on your workgroup's ability to give honest feedback via the survey and participate in productive feedback and action planning sessions where all voices are heard and open and honest dialogue occurs. Take a look at the SFA objectives.

#### **SFA Objectives:**

***The SFA is a workgroup process designed to:***

- Foster an understanding of differences and the impact of diversity dimensions and tensions in the workplace;
- Increase understanding, respect and recognition of the power of difference;
- Foster and allow workgroup members to practice inclusion;
- Empower employees to make improvements in the work environment and products and services;
- Help people understand the drawbacks of group think;
- Create and provide a foundation for supportive behaviors, policies and practices;
- Foster positive change in the work environment enabling employees to fully dedicate energies to NOAA's mission.

### ***Ethical Standards of Practice---Your Role as Workgroup Members***

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We all have a personal responsibility to adhere to the ethical standards of practice which support the integrity of the SFA process. These standards represent important behaviors that are necessary for NOAA to meet the SFA objectives. All of the standards are straightforward but not all will be easy to follow. Some of the practices require you to track your own behavior and in some cases that of others to ensure a sound process with healthy dialogue and strong group dynamics. Raise your concerns and listen to those of others, work towards improvement, enjoy and learn from the group process and have fun!

- No one involved in the survey administration process will use their role to violate the confidentiality of the survey

instrument, responses, or conversations/discussion within facilitated workgroup meeting

- Conversation "stays in the room"
- All matters raised in the workgroup, and workgroup feedback reports, will be owned by the workgroup
- Reinforce that all concerns, suggestions and action items belong to workgroup.
- All discussions and any sharing of information must be made with the consensus of the workgroup -- that is all members must agree
- All matters raised in the workgroup should be worked out within the workgroup -- no offline conversations
- Maintain the confidentiality of privileged information, but when possible share and collaborate with others
- Respect and honor all others, in spite of different perspectives
- Honor and respect experiences that may be different from your own -each of us interpret actions through our experiential prism
- Consider that the entire world - what you call "objective reality" - is no more nor less than a mirror reflecting who you are. Consider that you cannot see something in someone else that is not also in you. The gift we receive when we bring awareness to what we project onto others is to recognize ourselves in all we see.
- Maintain the highest standards of conduct and integrity in what you say or do -- for yourself, for the workgroup, for the organization at large support and contribute to the overall positive goals of the process commit to personal growth and leadership
- Do no harm -- leave no one hurt - seek closure
- Do not use your official position to secure wanted outcomes or influence others
- No one should use their position/role to misinterpret or over interpret survey results.
- Ensure the universality of position -- apply same standards/actions to all
- Justice -- treat others with equity and respect
- Think/act in an ethical way
- Conflict is growth -- respect it, honor it, work through it
- Stay at the table even if conflict is served as a main course-
- You don't know what you don't know -- be a part of the process
- Work towards improvements -- a team that works together in a climate of trust and motivation yields satisfaction and an improved product
- Don't leave anyone out -- stop and bring everyone along -
- Avoid group think -- explore differing opinions for their possibilities
- All should encourage the group to focus on problems not people
- Be aware to ensure your own "stuff" does not get in the way of group outcomes
- Work to ensure individuals do not use the data to argue or lobby for their individual complaints or grievances.

- Facilitators should channel information through the SFA approved chains - through the SFA Project Office only
- Employees are not reprimanded for being constructively honest during this process